

## **REGISTER OF DEEDS**

### **Statement of Purpose**

The Catawba County Register of Deeds serves as custodian of all records of real estate, vital records, military discharges, and the certification of notary publics and is essential in preserving the history of the County. This includes providing the public with accurate and expedient documentation as needed.

### **Outcomes**

1. Provide timely, courteous, and accurate services to the public by:
  - a. Recording 100% of real estate documents the same day received.
  - b. Recording 99% of vital records the same day they are received, given there are no problems with the records.
  - c. Responding to 99% of all vital records requests (marriage license, birth and death certificates) received by mail and in person within the same day, given there are no problems with the request.
  - d. Organize, store and protect all microfilm cartridges for easier retrieval.
2. Improve customer service to the public and reduce the amount of in office research time required to obtain copies of needed records by implementing the following technologies by June 30, 2009:
  - a. Providing offline and online access to scanned images of the GRANTOR and GRANTEE real estate indexing books back to 1955.
  - b. Providing offline and online access to scanned images of the real estate plats back to book 12.
  - c. Providing the indexing and scanned uncertified copies of birth records back to 1942 on the self-service in-house terminals.
  - d. Providing the indexing and scanned uncertified copies of death records back to 1995 on the self-service in-house terminals.
  - e. Replace and preserve the original marriage license and binders from Volumes 14 through 23
3. Ensure that a Disaster Recovery Plan is in tact in order to minimize the loss and ability to retrieve all records in the Register of Deed's Office.
  - a. Backup digitalized real estate records, vital records, military discharges, and notary public certifications either through the Catawba County Technology Department, Archives in Raleigh, or Logan Systems.
  - b. To have a Notebook with an up to date plan and to know what that plan is.
  - c. To have quarterly drills for staff and the public that uses the office on a daily basis.

# Register of Deeds

Organization: 160050

	2006/07 Actual	2007/08 Current	2008/09 Requested	2008/09 Approved	Percent Change
<b>Revenues</b>					
Real Estate Excise	\$772,552	\$660,000	\$600,000	\$600,000	-9%
Charges & Fees	774,959	775,650	722,625	722,625	-7%
Miscellaneous	232,641	196,000	226,500	226,500	16%
General Fund	(1,094,029)	(841,639)	(719,686)	(742,641)	-12%
<b>Total</b>	<b>\$686,123</b>	<b>\$790,011</b>	<b>\$829,439</b>	<b>\$806,484</b>	<b>2%</b>
<b>Expenses</b>					
Personal Services	\$515,318	\$528,418	\$583,835	\$566,980	7%
Supplies & Operations	170,805	217,593	245,604	239,504	10%
Capital	0	44,000	0	0	0%
<b>Total</b>	<b>\$686,123</b>	<b>\$790,011</b>	<b>\$829,439</b>	<b>\$806,484</b>	<b>2.1%</b>
<b>Employees</b>					
Permanent	10.00	10.00	11.00	10.00	0%
Hourly	0.60	0.60	0.60	0.60	0%
<b>Total</b>	<b>10.60</b>	<b>10.60</b>	<b>11.60</b>	<b>10.60</b>	<b>0%</b>

## Budget Highlights

Ten percent (10%) of the total revenues collected for marriage licenses, recording of legal instruments, UCC filing fees, and miscellaneous revenues are recorded in the Register of Deeds Automation and Preservation Fund. The remaining 90% stays in the General Fund. This was effective January 1, 2002, when House Bill 1-73 was approved by the General Assembly.

## Performance Measurement

### Fiscal Year 2008/09

Outcomes for 2008/09 focus on ensuring that accuracy of records and the improved availability to the public through the use of technology. All recordings of real estate documents and vital records will take place the same day they are received and as well as requests for vital records (marriage license, birth and death certificates). Online access will be available for real estate transactions back to 1955. Through self-service in-house terminals the public will have access to birth records back to 1942 and death records back to 1995. Scanning and indexing of back records continues.

### Fiscal Year 2007/08

The mid-year report for 2007/08 indicated that all outcomes regarding timely and courteous services to the public are being delivered and response time goals are being met. Online access to all real estate images back to 1960 will be available this fiscal year and real estate indexing for 1975 to 1983. Online access to scanned images of the real estate indexing for 1984 to 1992 should be met by June 30, 2008.

**Fiscal Year 2006/07**

Outcomes to provide timely, courteous and accurate services by recording all real estate documents, vital records, and requests for vital records 98% of the time were met and exceeded by an achievement rate of 99%. This year work continued to give the public quick and easy access to needed records by implementing and improving technology. Online access to all real estate images was made available through 1980; information on vital records such as name and date of birth, marriage or death certificates was online through 2000; and scanned uncertified copies of vital records (birth, marriage and death certificates) was made available on self-service in-house terminals.